

**Job Details**

Title:	Quality Assurance Specialist	Created Date:	7/24/2014
Reports to:	Quality Assurance Manager	Revision Date:	9/16/2016
Supervises:	None	FLSA Classification:	Non-Exempt
Full/Part-time:	Full-time	Hours per Week Expected:	40

**Purpose of Position:**

Assists Quality Assurance Manager with membership processing, maintaining files, provides timely financial reports and other reports as needed. Responsible for sometimes covering phone calls for STAR business lines in a professional manner, and acts as support staff.

**Essential Functions:**

- Ensures daily member logs (signing in and out) are accurate and input into the computer, making sure all days are accounted for
- Ensures daily transportation logs are accurate and input into the computer, making sure all days are accounted for
- Ensures all billing is processed in a timely manner
- Maintains member’s files, membership database, and operation department files
- Supplies support services to staff as needed
- Prepares monthly activity reports and monthly billing reports
- Works with Microsoft Office software to produce statistical reports as needed for the Executive Leadership team.
- Assists Quality Assurance Manager as needed with clerical support
- Processes membership application
- Keeps membership applications in an orderly fashion and turn in completed applications to Quality Assurance Manager
- Communicates with AHCCCS, Mercy Maricopa Integrated Care and Case Managers to verify information.
- Weekly Timelines and Status Reports
- Other duties as assigned

Company Driver?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Safety Sensitive?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Transports Clients?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Physical Requirements**

	Regularly	Frequently	Occasionally	Rarely
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing/Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching – with Arms & Hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stooping/Kneeling/Crouching/Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling/Touching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision (Close, Peripheral, Depth, Ability to Adjust Focus)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting 10-25 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting 25-50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting more than 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Education**

GED or High School Diploma  Required /  Preferred

**Experience:**

1+ yr billing experience  Required /  Preferred

**Knowledge, Skills & Abilities:**

- Good organization and communication skills
- Computer literate
- Friendly and outgoing and able to empathize with consumers
- Must know Microsoft Office

**Professional Certifications & Licenses:**

None  Required /  Preferred

**Other requirements:**

Serious Mental Illness diagnosis (Bona Fide Occupational Qualification)  Required /  Preferred

Peer Certification  Required /  Preferred

At least 21 years of age (Bona Fide Occupational Qualification)  Required /  Preferred

Valid AZ Driver's License  Required /  Preferred

Criminal Background Verification  Required /  Preferred

Pre-Hire and Random Drug/Alcohol Screening  Required /  Preferred

Personal Vehicle  Required /  Preferred

Job Description Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.

It is the policy of S.T.A.R. – Stand Together And Recover, Inc. to provide equal employment opportunity to all persons regardless of age, color, national origin, citizen status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, status with regard to public assistance, status as a disabled veteran and/or veteran of the armed forces or any other characteristic protected by federal, state or local law.

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Employee Signature

Date

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Supervisor Signature

Date